

# Hours Not Worked Emergency Services



KPI Owner: Tonya Sangester

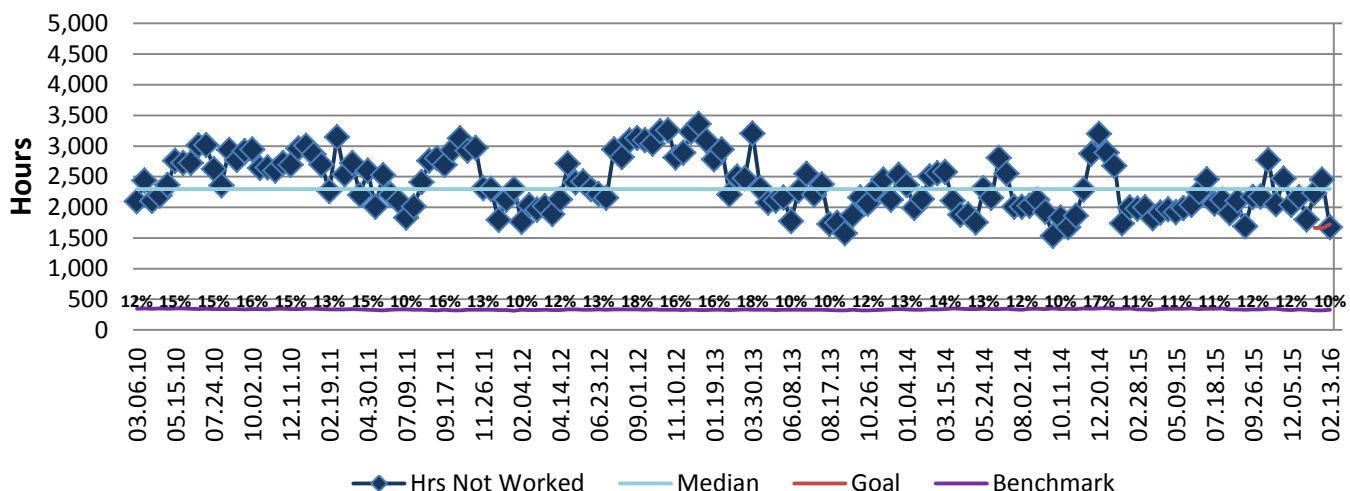
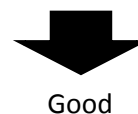
Process: Staffing Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 2,087 biweekly avg hours - CY15 Goal: Reduce hours not worked to 9.9% (1 standard deviation below CY2015 average - average reduction of 300 hours per pay period)  Benchmark: Local Government Rate of 1.9%	Data Source: Payable Time PeopleSoft  Goal Source: Dept Management Team  Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays), rate calculated by dividing by total standard hours Why Measure: Better understand what affects employee attendance Next Improvement Step: Continue work on reducing sick leave and workplace injuries, Improve FMLA tracking and supervisor involvement.

## How Are We Doing?

01.03.16-02.13.16 CY-to-Date Goal	01.03.16-02.13.16 CY-to-Date Actual		01.31.16-02.13.16 Goal	01.31.16-02.13.16 Actual	
<b>5,053</b>	<b>6,358</b>		<b>1,724</b>	<b>1,672</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## 02.15.15-02.13.16 Pareto Analysis

